

Dial-A-Ride Transportation Services

The City of Midland provides curb to curb transportation service within city of Midland limits. Drivers cannot go beyond the curb to provide assistance for passengers and cannot carry groceries or other carry-on items on or off the bus. If you need assistance beyond the curb or with carry-on items, you may qualify to travel with staff at no additional charge. Please contact Jan Yurgens, Assistant Director of Public Services, at 837-6908 if you have any questions regarding Dial-A-Ride services.

Mobility Device Guidelines:

- When making a time call advise dispatch if you need the lift.
- All mobility devices should be clean and in proper working order, including but not limited to: (1) proper tire inflation (2) secure hand grips (3) brakes in proper working order
- Approach the bus at the lowest possible speed.
- Turn off electric mobility devices while on the lift and while being secured by the driver.
- Manual chairs should lock their brakes while on the lift and while being secured by the driver.
- Do not hang bags off the back of your mobility device. The driver may ask passenger/staff to move bags so they can properly secure the mobility device.
- Try to keep colostomy bags in an area that does not interfere with securement of the mobility device.
- If possible transfer to a seat.
- Securing mobility devices to the floor of the bus keeps the chair in place. Wearing the seatbelt keeps YOU safe!
- Drivers can provide assistance in moving manual wheelchairs on to the lift and into place on the bus.
- Drivers cannot operate electric mobility devices. Passengers using electric mobility devices must operate the device themselves or bring staff with them to operate the chair. One (1) staff person providing assistance can travel at no charge.
- The driver cannot move foot rests if they need to be moved to allow the lift to operate or to secure the mobility device inside the bus. Staff providing assistance with the foot rests may travel at no charge.
- Passengers can only be transported in an upright sitting position on the bus.
- The driver may ask you to move to the rear wheelchair securement location of the bus based on your destination and/or other passengers that need to be picked up/dropped off.
- The driver may need to ask you to move your legs to allow access to the mobility device for proper securement to the floor.
- If you would like your mobility device marked for proper securement points contact the DART office.

Walkers, Strollers and Grocery Carts:

- When making a time call advise dispatch that you will be bringing a walker/stroller/grocery cart.
- All grocery carts, strollers and walkers should be sturdy and in good working order.
- All walkers and grocery carts must be secured to the floor in the front or rear wheelchair position unless they are folded up and held securely behind a seat by the passenger.

- Over loaded grocery carts cannot be transported.
- Grocery cart users should advise dispatch when booking their ride that they plan to bring a grocery cart on the bus.
- Children cannot be transported in strollers. Parents are welcome to bring a car seat on the bus to transport babies and toddlers.

Oxygen Tanks:

- When making a time call advise dispatch that you will be traveling with an oxygen tank.
- The driver will do a visual inspection of the tank.
- Oxygen tanks should be in good working order and free of dents.
- Oxygen tank users should check their tank before boarding Dial-A-Ride to be sure there is enough oxygen to last from their pick up time to a minimum of one hour after the time booked for their return ride.
- Oxygen tanks must be secured while riding on the bus.
- Passengers carrying small oxygen tanks must wear them with a strap over their shoulder or on their back as long as they also wear a seatbelt. Otherwise, the tank must be transferred and secured in the oxygen tank holder on the bus.
- Oxygen tanks can be left on a mobility device that is secured to the floor as long as the oxygen tank fits securely in the area designed on the device to hold the tank. Otherwise, the oxygen tank will be transferred and secured in the oxygen tank holder on the bus.
- Oxygen tanks cannot hang freely off any part of a mobility device.
- Oxygen tank tubing needs to be at least 4 feet long to accommodate the use of the oxygen tank holder.
- When using a wheeled oxygen tank cart the oxygen tank must be transferred to the oxygen tank holder and the wheeled cart must be secured in a wheelchair position.